



University of Colombo, Sri Lanka

University of Colombo School of Computing



**DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY
(EXTERNAL)**

Academic Year 2024— 1st Year Examination — Semester 2

EN2106 — Communication Skills I

Multiple Choice Question Paper
(1 Hour)

Important Instructions

- The duration of the paper is **1 Hour**.
- The medium of instructions and questions is English.
- This paper has **20 questions** on **6 pages**. Answer **all** questions.
- All questions are of the **MCQ** (Multiple Choice Questions) type.
- Each question will have **5 (five)** choices with **ONE OR MORE** correct answers.
- This paper consists of 100 marks and all the questions will carry equal marks.
- There will be a penalty for incorrect responses to discourage guessing.
- The mark given for a question will vary from -1 (All the incorrect choices are marked & no correct choices are marked) to +1 (All the correct choices are marked & no incorrect choices are marked). However, **the minimum mark per question would be zero**.
- Answers should be marked on the **special answer sheet** provided.
- Note that questions appear on both sides of the paper. If a page or part of a page is not printed, please inform the supervisor/invigilator immediately.
- Mark the correct choices on the question paper first and then transfer them to the given answer sheet which will be machine marked. **Please completely read and follow the instructions given on the other side of the answer sheet before you shade your correct choices.**
- Any electronic device capable of storing and retrieving text, including electronic dictionaries, smartwatches, and mobile phones, is not allowed.
- Calculators are **not** allowed.
- *All Rights Reserved.* This question paper can NOT be used without proper permission from the University of Colombo School of Computing.

- 1) Which of the following statements is/are true regarding the reasons as to why *handwriting* can be better than *typing* when taking notes?
- (a) Handwriting helps us remember things better.

(b) It is easier to type fast and copy everything without thinking.

(c) Handwriting makes us think about what is important to write down.

(d) Typing is always the best way to take notes in class.

(e) Handwriting can help us focus and understand more clearly.
- 2) Which of the following sentence(s) contain(s) correct *capitalization*?
- (a) The Prime Minister met with the President of the United States at the white house.

(b) Professor De Silva will be speaking at the Department of Linguistics next tuesday.

(c) Many students struggle with subjects like mathematics and History.

(d) The committee appointed Dr. Fernando as the chairperson of the conference.

(e) During the Summer, they travelled across Europe visiting Cities like Paris, Rome, and Berlin.
- 3) Which of the following sentence(s) demonstrate(s) correct usage of *punctuation* marks?
- (a) She said, "I'm excited to attend the conference"; however, she hasn't registered yet.

(b) The team, comprised of engineers, designers, and marketers, worked tirelessly to meet the deadline.

(c) It's important to note: that the results may vary depending on the sample size.

(d) He asked, "Can we reschedule the meeting"?

(e) The report includes data from the following sources: surveys, interviews, and case studies.
- 4) Which of the following is/are the most appropriate *connective(s)* that fill(s) the blank in the text given below?
- the fact that he had all the necessary qualifications, he was not selected for the position.
- | | | |
|--------------|-------------|-----------------|
| (a) Although | (b) Despite | (c) Even though |
| (d) Because | (e) Since | |
- 5) Which of the following is/are the most appropriate *conjunction(s)* that fill(s) the blank in the text given below?
- You won't improve your writing skills you practice regularly and seek feedback.
- | | | |
|--------------|-------------|-------------|
| (a) although | (b) because | (c) even if |
| (d) unless | (e) whereas | |
- 6) Which of the following correctly convert(s) the given sentence into *passive voice*?

The manager approved the new policy.

- (a) The new policy is approved by the manager.
- (b) The new policy was approved by the manager.
- (c) The manager was approved by the new policy.
- (d) The new policy had been approved by the manager.
- (e) The new policy will be approved by the manager.

7) Which of the following sentence(s) is/are written in *active voice*?

- (a) The documents were signed by the director.
- (b) The team completed the project ahead of schedule.
- (c) A new policy has been introduced by the government.
- (d) The award was presented to her by the principal.
- (e) The engineer designed the new software system.

8) Which of the following sentence(s) is/are the clearest and most appropriate for formal *academic writing*?

- (a) I think the results are kind of important because they show some stuff we didn't know.
- (b) The results are probably important, and they might tell us something new.
- (c) The results seem significant as they reveal previously unknown information.
- (d) The results are cool because we found out new things.
- (e) It looks like these results are sort of useful in some way.

9) Which of the following is/are considered (a) poor design choice(s) when formatting a CV for a corporate job?

- (a) Using consistent fonts and spacing throughout the document.
- (b) Including a colourful header and multiple font styles to stand out.
- (c) Saving the CV as a plain Word or PDF file.
- (d) Using text boxes and graphics to create a creative layout.
- (e) Organizing sections with bold and clear headings.

10) Which of the following is/are (an) example(s) of inappropriate tone or content in a *cover letter*?

- (a) "I am writing to express my strong interest in the Software Engineer position at ABC Tech."
- (b) "I believe my background in data analysis aligns well with the goals of your team."
- (c) "I'm confident I'd enjoy working at your company because it seems like a fun and relaxed environment."
- (d) "My experience in backend development includes Python, Django, and MySQL."
- (e) "Thank you for considering my application. I look forward to the opportunity to speak with you."

- 11) You are in a team meeting where a colleague is presenting a new idea. While speaking, they mentioned a few challenges they faced during implementation. As they talk, you start thinking of a solution you want to suggest and begin drafting your response mentally. You nod and smile occasionally, but you miss the final point they made.

What *listening* mistake(s) did you make in this scenario?

- (a) Ignoring non-verbal communication.
- (b) Engaging in empathetic listening.
- (c) Practicing reflective listening.
- (d) Mentally rehearsing your response too early.
- (e) Asking for clarification when needed.

- 12) Which of the following is/are (a) generally considered appropriate topic(s) or practice(s) for making *small talk* in a professional or social setting?

- (a) Asking about someone's family medical history.
- (b) Commenting on the weather or recent events.
- (c) Starting with a friendly greeting and open-ended question.
- (d) Talking about recent travel or holiday destinations.
- (e) Jumping straight into business without any pleasantries.

- 13) You work as an administrative assistant in a corporate office. A senior manager from another department calls asking for a document that your supervisor was supposed to send yesterday. You're not aware of the request, and the manager sounds impatient, saying, "I really need that document now. Why is it delayed?"

What is/are the most appropriate way(s) to respond?

- (a) Tell the manager you have no idea about it and that it's not your responsibility.
- (b) Get defensive and say your supervisor must have forgotten.
- (c) Calmly apologize for the delay, let them know you will check with your supervisor immediately, and promise to follow up shortly.
- (d) Say nothing and just transfer the call to your supervisor without informing the manager.
- (e) Ask the manager to email you instead and end the call quickly.

- 14) Which of the following action(s) is/are considered appropriate and professional after completing a *job interview*?

- (a) Sending a short thank-you email within 24 hours, highlighting something specific from the interview.
- (b) Posting a detailed summary of the interview questions on LinkedIn.
- (c) Calling the recruiter until you get a response.
- (d) Reflecting on your performance and noting areas for improvement.

(e) Asking your friend who works at the company to personally contact the hiring manager for feedback.

- 15) Which of the following demonstrate(s) (the most) effective use of non-verbal communication during a professional *speech* or *presentation*?

- (a) Avoiding hand gestures to keep the focus on your words, standing still throughout.
- (b) Walking back and forth frequently while using dramatic facial expressions.
- (c) Using purposeful gestures, maintaining open posture, and making eye contact across the room.
- (d) Looking above the audience to avoid distraction and minimize nerves.
- (e) Keeping your hands in your pockets to appear relaxed.

Read the following excerpt and answer questions from 16 – 20.

If your view of the world comes from watching the news and reading newspapers, you could be forgiven for lying awake at night worrying about the future. Apparently, rising violence and population rates mean humans are both killing each other in ever larger numbers and being born at rates the world's resources can't sustain. To make matters worse, all the wealth is concentrated on a handful of people in the world's richest countries. People in low-income countries live in poverty while the West gets richer. Depressing, isn't it? But do the statistics support our negative world view, or is the world actually improving?

Let's take the global population first. It's around 7 billion now, in line with figures predicted by the UN in 1958. By the year 2100, the same experts predict it will be around 11 billion. But did you know that 11 billion is probably as high as that number will get? The rate of increase will slow down in the second half of this century, thanks to falling birth rates today. *Falling birth rates?* Yes, that's right.

In the last two centuries, improvements in technology and health meant fewer children died young, fuelling rapid population growth. These large families produced even more children who survived into adulthood and had their own children. But with the wider availability of contraception in the 1960s, the global average number of babies per woman has declined from six babies per woman to as low as two.

The biggest factor in child mortality is poverty. And while it's still true that only 20 per cent of the world takes about 74 per cent of the world's income, 60 per cent of the world now falls into a middle-income group, with 11.6 per cent – the smallest amount of people in history – still living in conditions of extreme poverty. If the majority of the world's people have money, international aid could realistically achieve the UN target of **eradicating** poverty by 2030. As poverty goes down, life expectancy goes up, birth rates go down because parents can expect their existing children to survive, and the global population stabilises.

As for news stories that make us think the world is an increasingly violent place, there is cause for some optimism, too. Between the end of World War II and 1990, there were 30 wars that killed more than 100,000 people. Today, there are still civil wars, but countries are mostly co-existing more peacefully than in the past. However, terrorism has shot up in the last few years, and since World War II, wars have killed many more civilians than soldiers. Even for civilians, though, the statistics are not all bad. Although deaths are nine times more likely to be a result of violent crime than political conflict, the global murder rate fell slightly, from 8 per 100,000 people in 2000 to about 5.3 in 2015.

Of course, none of this means the world is perfect, and whether you personally are affected by war and poverty is often down to the lottery of where you're born. Also, we still face huge problems of our own making, particularly environmental ones like global warming, and wealth and natural resources need to be distributed more fairly. But not all the news is bad news, whatever the TV and newspapers might say.

Source: <https://learnenglish.britishcouncil.org/skills/reading/c1-reading/state-world>

- 16) What does the passage suggest about how the media shape(s) our view of the world?
- (a) It gives a balanced picture of global issues.
 - (b) It makes people feel hopeful about the future.
 - (c) It often focuses on negative stories, which can make people worry.
 - (d) It avoids reporting on real problems.
 - (e) It only shows good news from rich countries.
- 17) According to the passage, what helped reduce the global birth rate?
- (a) More schools
 - (b) Use of contraception
 - (c) Fewer hospitals
 - (d) More wars
 - (e) Higher food prices
- 18) What percentage(s) of people now live in extreme poverty?
- (a) 20%
 - (b) 60%
 - (c) 50%
 - (d) 74%
 - (e) 11.6%
- 19) What is meant by “eradicating” in the fourth paragraph? Select the most accurate option(s).
- (a) Increase slowly
 - (b) Manage temporarily
 - (c) Completely eliminate
 - (d) Reduce to a minimum
 - (e) Wipe out entirely
- 20) According to the passage, what is/are a/some positive global development(s) mentioned by the writer?
- (a) All wars have ended globally.
 - (b) The global murder rate has decreased.
 - (c) Extreme poverty has reached its highest level.
 - (d) A larger percentage of the world is now middle-income.
 - (e) Civilian deaths in war have dropped to zero.
